

# The Future of Work in the World of COVID-19: Where Do We Go from Here?



The workplace of the future as we envisioned it became reality overnight, changing how businesses operate and how the employee experience plays a role in the future of work.

According to a recent study by Freeform Dynamics:



**74%**

say that their businesses will in some ways **emerge stronger from this crisis**

Flexibility is here to stay, and it will benefit organizations and employees:

Survey respondents say changes below will have **increased emphasis** that will remain long term

**38%**

virtual teams working across locations and departments/agile teams that **form and disband around specific activities**

**49%**

on ensuring adequate **IT security**

**49%**

on **enabling flexible working hours**

**47%**

on **employee wellbeing and work/life balance**

“You don’t have to be in the office every day to still be effective and get your work done.”

Technology investments that may have been overlooked or under-utilized in the past are helping teams navigate the next normal:



**67%**

agree/strongly agree that the pandemic has **accelerated** our adoption of cloud-based communication, collaboration, and productivity tools



**58%**

agree/strongly agree that people are using technology that was available to them but **previously overlooked**

“The crisis has driven massive use of digital tools. Most decisions are happening through these now.”

In the post-pandemic world:

**59%**

say there will be **increased employee loyalty and retention**

**62%**

say there will be more **flexible/remote work options**

**50%**

say that there will be more **inclusive recruitment policies** to tap into a broader talent pool and broader geographical area

**67%**

say there will be more **use of virtual and agile teams**



“The pandemic has demonstrated we can have our people work from anywhere in the world.”

Ready to learn more? Read the detailed survey “A New Perspective for the Modern Workplace” on

[futureofwork.webex.com](https://futureofwork.webex.com)



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